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ABSTRACT

This policy manual provides guidelines for participants in the Northwest Educational Cooperative's (NEC's) Hospitality Industry Training Program. It sets forth the program expectations that participants must meet before they are sent on interviews. Topics covered include: attendance and punctuality; attitude, including respect for others, communication, conflict resolution, giving and receiving criticism, and appropriate behavior; personal appearance; chemical dependency; probation; NEC's practice work-site internship; and cooperation. (YLB)

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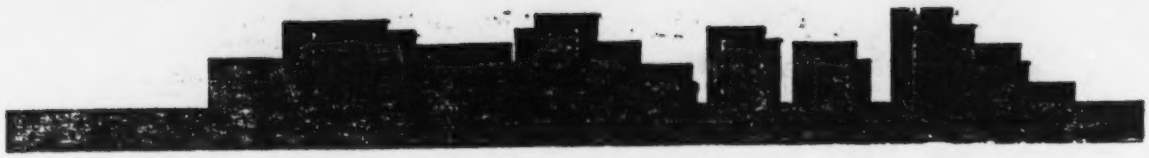

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NORTHWEST EDUCATIONAL COOPERATIVE

PARTICIPANT POLICY MANUAL

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Preface: THE PROGRAM OBJECTIVES

The main goal of NEC's training programs for the hospitality industry is to get you a job. That objective is the reason behind everything we offer you and everything we ask of you. All of our training, the rules, the homework, the counseling sessions, and the internship are there to better prepare you to get a job and keep that job. Because a job will have many expectations for you, we will do the same to give you an opportunity to practice what you will need to succeed on the job.

Your success on a job affects our program's reputation. For that reason we will require that you meet program expectations before you are sent on an interview. Our ability to help you find a job depends on the success of our past students. This will enable us to find jobs for current and future students.

The staff at NEC take our goal very seriously. If your goal matches ours, if you are willing to do whatever is necessary to get job, your time at NEC's Hospitality Industry Training Program will be a success.

1. ATTENDANCE AND PUNCTUALITY

1. ATTENDANCE AND PUNCTUALITY

The most important quality an employer needs in an employee is **DEPENDABILITY**: that you will be at work every day on time. Because attendance and punctuality (arriving on time) are important for a job, we consider them important for our training programs. We will expect you to attend every class on time, and we will keep careful records to monitor attendance and punctuality.

Although absences for any reason are not good, NEC does understand that emergencies sometimes happen. If an emergency keeps your from coming to class, the absence will be excused only if you call in before class begins and explain your absence. You may also call in if you know you will be late for class.

Since you will be in class only a half-day, and since no classes are held on Mondays, all personal appointments as well as meetings with caseworkers, etc., should be made for days and times that you are not scheduled for class. Should an appointment not be possible to be switched your attendance at class during the alternate half (e.g. regularly scheduled for morning session? attend the afternoon class!) will be expected. Should a Chance Referral Specialist or Caseworker set an appointment that conflicts with class attendance, notify staff immediately. Staff will confirm your participation in this program so that another appointment can be rescheduled.

The reason for any absence must be documented upon your return to class. Any document presented, e.g. doctor's note, caseworker's note, etc., will be verified by staff.

Because our success as a training program depends on our reputation with the hotels, we will not send you on an interview until you have shown us that you can be on time and attend class steadily. After two unexcused absences or arriving late three times in three weeks of class, you will be put on probation. (Probation will be explained later in the handbook).

2. ATTITUDE

A. RESPECT Policy

B. Comminication

C. Conflict Resolution

D. Giving and Receiving Criticism

E. Appropriate Behavior

2. ATTITUDE

The second most important quality for an employee's success on a job is the employee's attitude. Hotels will not tolerate an employee with a negative or inappropriate attitude. A bad attitude will have a bad effect on guests and other employees. Since it matters on the job, your attitude matters in the training. Staff will evaluate your attitude, give you feedback as to how other people see you, and assist you in making constructive changes in your attitude.

A "Good" attitude is identified by positive habits with:

- Social interaction (see "R.E.S.P.E.C.T. Rules")
- Communication
- How you avoid or solve conflicts with others
- Dealing with criticism
- Overall classroom actions (see "Appropriated Behavior").

A. R.E.S.P.E.C.T. RULES

Respect for others is the basis for keeping a good attitude. NEC has developed seven rules to remind you and help you treat others with "Respect". These R.E.S.P.E.C.T. rules will be discussed during Orientation. In the class and on the job, we will expect you to follow these rules.

Remember to treat others, as you would like to be treated.

Express yourself in a clear positive matter.

Seek to understand other people's perspectives.

Practice respect for others and they may respect you.

Encourage others; don't criticize without kindness.

Communication to solve problems.

Take responsibility for your own actions.

These respect rules must be practiced at all times. Remember these rules also apply to employment as well as the program.

B. COMMUNICATION

Communication matters on the job not only because it shows others your attitude, but also because you must communicate in order to do your job. NEC's training program will give you the opportunity to practice some important principles for good communication:

1. Listen carefully - Good communication starts with listening.
2. Ask questions - To understand what is being said you must be willing to ask questions. Asking is your responsibility, but remember to ask with kindness and patience.
3. Speak up - Communication requires that you speak clearly and loudly enough so that you can be both heard and understood.
4. Keep It Short and Simple - In our class and on the job, people sometimes do not have the time or the patience to listen to a long complicated story. Good communication means you can

make your point quickly and simply.

5. Smile - communication depends not only on speaking, but also on "body language." A smile can go a long way towards making your listener willing to listen. In the hotel business, smiling is a requirement to make the guest feel welcome.

C. CONFLICT RESOLUTION

The best way to resolve a conflict is through honest communication. If you have a problem with something our staff or a student has said or done, we expect you to approach that person and explain the problem. Holding a grudge or telling others, especially other students, about a conflict, does nothing to solve the problem. When trying to honestly talk about the conflict, there are some important things to remember. Remember to speak with kindness and respect. Even though you may feel you've been hurt, trying to hurt the other person

with harsh words or tone of voice will only make the conflict greater. Also be sure to discuss the problem in private. Bringing up your complaints when others are present unnecessarily involves them in the problem and makes honest communication difficult.

We at NEC will take the same approach in resolving conflicts with students. If a problem arises, we will attempt to discuss it with the student honestly, respectfully, and in private whenever possible. To allow for privacy, you may be asked to leave the classroom, report to another staff member, or to meet with staff during a break or after class. It is most important that you do so quickly and quietly to avoid more disruption. This method of handling conflicts is essential for good working relationships both in class and on the job. For that reason we will expect you to follow these recommendations while you are in our program and once you are working at hotel.

D. GIVING AND RECEIVING CRITICISM

In order to become good at anything, you have to be told what you are doing wrong. That means you have to be able to take criticism. When you start a new job, it will seem like your supervisor constantly points out your mistakes, even when you think you have done your best. Although criticism like that is hard to take, it is the only way you can learn to do your job well. Remembering that can make receiving criticism easier.

But criticism is helpful not only on the job but before the job. Staff knows that we can give you a head start during the program by pointing out areas you will need to work on to succeed on a job. Our experience in working with these hotels has given us a good idea of what they need and expect in an employee. We will pass that knowledge on to you through the training and through giving you feedback in important areas. If we think you don't smile enough, or you talk too much, or

you need to wash your hair more often, we will tell you so, not to insult or embarrass you, but to let you know what could stand in the way of you getting or keeping a job. When we do offer you this kind of criticism, it will be with respect and in private. We will expect you to take our suggestions seriously, remembering that we give them to you so that you can succeed on a job.

Just as you need criticism to do well on a job, the program needs it to offer the best training possible. Once you have completed the program and have started working in a hotel, we would appreciate any suggestions you could give for improving the program.

Your behavior, the things you do, will reflect your attitude both on the job and in class. For this reason, we have set up some guidelines for your behavior in class.

E. APPROPRIATE BEHAVIOR

Your behavior, the things you do, will reflect your attitude both on the job and in class. For this reason, we have set up some guidelines for your behavior in class:

1. **Follow directions** - In class this shows that you are listening and that you are willing to cooperate with NEC's program. On the job this is absolutely necessary for success.
2. **Work together** - On the job you must depend on and get along with other people. We will give you opportunities to practice this in class.
3. Stay on task - whether you are doing a task on your job, or an assignment for class, finish it before moving on the something else.
4. **Actively participate** - Staff want to know that you are glad to be here, just as your future employer will want to know that you are glad to be on the job. The best way to show this is by actively taking part in the class or the job. You do not

do only the least required to get by; you do whatever you can to make your experience a success. Active participation can be demonstrated in many ways, but here is a list of actions that will show you are not participating:

- Talking when the class's attention is focused somewhere else. (If the instructor calls your name to tell you to be quiet three times in one class, you will be asked to leave for the day, not as a punishment, but to keep the class orderly.)
- Reading in class unless it is a class activity. (You will be asked to put the book, newspaper, etc., under your desk for the day.)
- Sleeping in class. (If you fall asleep in class, the instructor will wake you up in whatever way necessary.)
- Drinking & eating in class. (Drinking & eating

is fine on break but in class it is a distraction, just as it is on a job.)

3. PERSONAL APPEARANCE

3. PERSONAL APPEARANCE

In the hospitality industry few things can be more important than the appearance you present to guests. The way you look outwardly, and the confidence you express from within, goes far toward making the guest comfortable in placing their trust in you and the hotel. It is important to present yourself in a clean and respectable manner. It is a reflection of you as a person. The way you look is the way others perceive you.

Good personal hygiene is a must. An impressive appearance begins with personal cleanliness. It is important to your appearance. This includes body odors, clean teeth and fresh breath. Your fellow students, NEC staff, and your employer, as well as the guests you come later into contact with, have the right to expect general cleanliness from you, as you do from them.

Because the hotels we work with are of top quality and cater to business executives, they demand a perfect appearance from their employees. To give you practice at taking care of your appearance, we will expect you to follow hotel standards while you are in the program. Casual but nice clothing will be acceptable during most of the program. Other appearance standards are as follows:

For Men:
* Be clean shaven (No beards)
* No long sideburns
* Hair must be clipped to top of collar
* Moustache trimmed to edges of mouth
* No earrings

For Women:
* No more than one earring per ear
* Keep make-up natural looking
* No big earrings
* Neutral/Natural colors of nail polish
* If polished, nails should not be chipped

* No short skirts
* No low-cut tops

For Everyone:

* Bathe and brush teeth daily
* No heavy after-shave or perfume
* No unusual hair-styles
* No "Saturday night" clothes
* No tight clothes
* No outdoors coats worn in class
* No hats or scarves on heads
* Keep jewelry simple
* No more than one ring per hand

For interview practice session, the hotel tour, and interview send-out sessions (Job Club), women will also be expected to wear dresses or skirts with hose, and heeled pumps. Men need to wear dress slack, dress shoes, and a tie.

4. CHEMICAL DEPENDENCE

4. SUBSTANCE ABUSE

Any abuse of drugs or alcohol will effect your job. For that reason, we at NEC consider substance abuse a very important problem to be resolved before you can successfuly keep a job. Our counselor is available at any time to talk with you about this problem, whether it is your own or one of your family members. Because an employer will not tolerate any influence of drugs or alcohol on the job, we will expect the same for our program. If you come to class with any signs of having been drinking or using drugs, the first time we will ask you to leave for the day. The second time it happens, you will be removed from the program permanently. Our counselor will offer you any assistance possible to help you overcome this problem.

The Program's policy statement, "Chemical Dependency Guidelines," follows. Please read it carefully since it will be discussed during Orientation.

CHEMICAL DEPENDENCY GUIDELINES

We, the Staff of NEC, look upon the use of drugs and abuse of alcohol by students as destructive. The use or possession of any illegal substance or alcohol on school property could result in out-placement from this program. First offenders will be called out from the group, confronted with the situation and then asked to leave the class for that day. That absence will be counted against the individual. Second offenders will be out-placed from the program.

Sometimes the use of drugs and alcohol leads to addiction - a situation in which an individual cannot stop using chemicals or continues to use them in spite of the

devastating effects they have in one or more of the five major areas of his/her life: family, school or work, relationships with friends, physical health, and relationship with legal authorities.

We strongly urge any participant who thinks he/she may have a chemical addiction or is concerned about a friend or family member's drinking or drug problem to talk with a staff member or other professional about it. Help is available from hotlines, support groups, treatment centers, and counselors. Many people have successfully overcome addictions. We will provide a list of agencies that will help you in time of need. (See the counselor for that information.

The Staff here at NEC has been instructed to look for the following indicators which could suggest a potential problem with alcohol or chemical dependency:

1. Excessive tardiness or absences from the program.
2. Repeated violations of program rules.
3. Lack of concentration, disruptive behavior, health or inappropriate treatment of staff or students in the classroom or elsewhere.
4. Repeated absences from the program due to court dates.
5. Inability to hold a job.

You have made a positive step toward obtaining some of your future goals and we would like to help you make positive steps. Good luck in completing the program and the best of luck in life.

5. PROBATION

5. PROBATION

To assist the tracking of your progress at NEC, we have developed a system of probation. You will be put on probation if you do not follow any one of the guidelines mentioned in this handbook. Your probation will be reviewed periodically and, if you have improved in that area, you will be removed from probation status. Probation serves not as a punishment for you, but as a way to focus your attention on a specific area of your behavior, a habit, or a trait which will act as a barrier to your job readiness. If you have difficulty getting to class on time or have not shaved your beard, for example, you will be put on probation to indicate that you are not yet ready for a job. While on probation you will not be sent on interviews, but once you have made the needed improvements and your probation status has ended, your job search will begin.

CODE OF CONDUCT

1. Attend class every day
2. Be on time
3. Call in to explain absence
4. Listen carefully
5. Ask questions
6. Speak up
7. Keep it short & simple
8. Smile
9. Follow directions
10. Work together
11. Stay on task
12. Actively participate
13. Dress appropriately
14. Do not come to class in a chemically-altered state (No drugs or alcohol before or during class).

6. NEC'S PRACTICE WORK-SITE INTERNSHIP

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The Project will prepare you for a job through 2 phases of training. The first phase of NEC's program takes place in the classroom; and the second and most important phase, the Practice Work-Site Internship, occurs at a hotel. Once you have completed the classroom training, NEC will send you on interviews for appropriate jobs. You must interview successfully at a hotel in order to begin an internship, because a hotel will only take someone for an internship who they plan to hire as a full-time, permanent employee.

The Practice Work-Site Internship consists of 15 or 16 days of work (5 days per week for 3 weeks, or 4 days per week for 4 weeks) without pay. During this time, however, if you are receiving public aid, unemployment benefits, township general assistance, or any other form of government generated assistance, you will continue to

do so. You will be expected to work a full 8 hours each day and will be treated like any other new employee, except that you won't receive a pay check. To monitor your progress on the internship, you will return to NEC each week of internship with a Performance Appraisal, an evaluation form filled out by your supervisor. Once you have satisfactorily completed the internship, the hotel has agreed to put you on the payroll.

If you have a problem on your internship and are not put on the payroll, or if you are terminated for any reason, contact NEC immediately. We will ask you to come in and discuss the problem, and then consider sending you out for another internship. But if you are there every day, on time with a good attitude, and if you can do the work with an "average" rating, you <u>will</u> be put on the payroll.

The Practice Work-Site Internship is the most challenging part of NEC's program, but it benefits you in that it encourages an employer to give you a chance to prove that you are a good worker.

7. COOPERATION

7. COOPERATION

NEC success as an employment training program depends on the effort of its students. We do our part, but if you do not do your part we can never get you a job. That is the reason behind the NEC - Participant Cooperative Agreement, which will be discussed further in Orientation. Once you have decided you want to participate in our program, we ask you to sign a commitment so that we know we have your full support and cooperation. An NEC staff member will also sign our portion of the agreement to let you know that you have our commitment to do everything we can to get you a job that you will want to keep. Getting you a job will not be easy. We will ask much of you, but everything we ask of you is to better prepare you for that job. Those who do not get a job through NEC are those who give up quickly. If you follow our guidelines with your best effort, you will get a job.